

PROJECT HERO

For additional information visit:

Project HERO

<http://www.va.gov/hac/hero>

Humana Veterans Healthcare Services

1.866.458.6630

Delta Dental Federal Services

1.866.737.6543

www.projectherodental.org

Project HERO is a demonstration program being piloted in selected Veterans Integrated Service Networks (VISNs) to improve the ability of VA's patient-focused health care system to care for the Department's enrolled veterans. Under the program, VA will take steps to maximize the care it provides directly and better manage contracted health care.

The ultimate goal of Project HERO is to ensure that all care delivered by VA, either through VA providers or community partners, is of the same quality and consistency for veterans.



PROJECT HERO
VHA Chief Business Office



Project HERO Update

As of January 2008, veterans in VISNs 8, 16, 20, and 23 have access to contracted services through Project HERO.

- Contracted services for medical/surgical, mental health, diagnostics, and dialysis are available through Humana Veterans Healthcare Services (HVHS)
- Contracted services for dental care are available through Delta Dental Federal Services (Delta Dental)

Ensuring that the care veterans receive in the community meets VA standards is a chief goal of Project HERO. To accomplish this goal, Project HERO will measure cost, volume, type of care, quality of care and patient satisfaction with contracted provider services; and the impact of Project HERO on Academic Affiliates.

Project HERO has begun distributing patient satisfaction surveys to assess the quality of specialty care services delivered by contracted provider networks to veterans.

Project HERO distributes monthly, quarterly, and annual reports documenting the results of the evaluation to internal and external stakeholders to keep them up to date on program status and developments.

Demonstration Sites

VISN 8: VA Sunshine Healthcare Network

Southern Georgia and most of Florida

VISN 16: South Central VA Healthcare Network

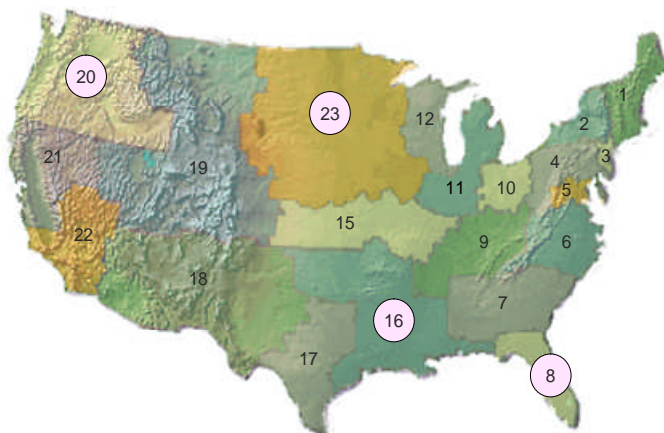
Oklahoma, Arkansas, Louisiana, Mississippi and portions of the states of Texas, Missouri, Alabama, and Florida

VISN 20: Northwest Network

Washington State, Oregon, most of the state of Idaho, and one county each in Montana and California

VISN 23: VA Midwest Healthcare Network

Iowa, Minnesota, Nebraska, North Dakota, South Dakota, and portions of northern Kansas, Missouri, western Illinois, western Wisconsin, and eastern Wyoming



Note:

The initial demonstration will not include Puerto Rico or the US Virgin Islands (VISN 8), or Alaska (VISN 20)

Expected Project HERO Benefits

Contracted provider networks will:

- Meet VA-specified quality standards
- Meet accreditation standards for inpatient and outpatient facilities
- Submit clinical information to VA to improve continuity of care
- Provide a centralized VHA/vendor-coordinated referral and appointment process
- Offer veterans improved access to specialty care services in underserved areas
- Allow for cost savings since contracted provider network pricing is comparable to or less than Medicare rates

Value Added Services

Both HVHS and Delta Dental offer:

- Appointment concierge services
- Return of clinical information
- Claims processing to providers for timeliness and creation and sending of claims to the VA for reimbursement
- Patient advocate services
- Quality monitoring and assurance through accreditation, licensing, and reporting
- Monitoring and reporting access and timeliness standards